

Business Support Unit	
Job Description	
Business Support Assistant – Level 1	
Grade LS16	Post Number: TBC
Responsible to:	Business Support Team Leader
Responsible for:	n/a
Job Objective :	To provide general administration and support functions to service areas throughout the Council.
Main duties and responsibilities	<ol style="list-style-type: none"> 1. To undertake all office based administrative services and support functions including: Printing, post opening, recording and distribution of mail, filing, mail outs, scanning and indexing of mail to document management systems. 2. Where required to undertake reception duties at Council offices throughout the Borough. 3. To undertake administrative related functions using Word, Outlook, Excel, Access as required within the section. 4. To input information, update records and retrieve information in Council systems and databases. 5. Receiving and inputting applications and bookings on to relevant systems 6. To assist with ensuring that the performance targets and service level agreements are met. 7. Assisting with general enquiry telephone calls and major campaigns by prior arrangement, offer general advice and taking payments by telephone where appropriate. 8. Using e-fin and e-proc in relation to raising invoices and purchase orders on request from service areas. Taking deliveries and goods/services receipting. 9. Ordering of paper and consumables using the procurement systems. Maintenance and distribution of stationery supplies. 10. Assistance with any customer satisfaction / resident surveys by telephone, post, and face to face contact. 11. To keep up to date with relevant information, and be aware of changes to policies and procedure. To work as part of a team to ensure relevant information is communicated appropriately. 12. To undertake such other duties as may become necessary from time to time within the Service as directed by Business Support Team Leader or Lead Specialist.
Approved by: Cara Prendergast	
Date: Feb 2026	